

WOODFORD



DOLMEN

HOTEL



**Access Welcome Guide**

**2026**

WOODFORD  
— W —  
DOLMEN  
HOTEL  
★★★★

## A Warm Welcome!



Welcome to the luxury 4-star Woodford Dolmen Hotel in Carlow. Set on the beautiful banks of the River Barrow, you'll feel right at home at our charming Carlow hotel. Our 81 bedrooms are designed with your comfort in mind, to ensure you have an unforgettable stay. The Woodford Dolmen Hotel is committed to ensuring that all visitors and guests have a full and equal opportunity to benefit from goods, services, privileges, advantages and accommodations offered by the hotel.

Set on 10 acres of land, the Woodford Dolmen has something for everyone. Whether it's a trip to the Woodford Island or stumbling upon our resident fairies in 'The Draoicht Glen Fairy Garden' with the kids, you'll be sure to have a relaxing time. Finish off the day of exploring our grounds with a delicious meal in the Plum Tree Bar & Bistro, our award-winning Carlow Restaurant. Treat yourself to a cosy afternoon tea, or surprise someone special with a gift voucher for a memorable experience.

Our unique location gives you the best of both worlds: beautiful gardens and trails to embrace nature, while also being less than 5 minutes away from Carlow Town (3km).

The Woodford Dolmen Hotel is a hub for Ireland's Ancient East. Being just over an hour from Dublin city centre, just off the M9 (107km), 50 minutes from Waterford (76.4 km), and less than 30 minutes from Kilkenny (34.4km), we are ideally located for your needs.

**If we have not covered your access needs in this document, please contact us on the following and we will discuss your needs and will be delighted to offer our assistance as best we can.**

**Phone : [+353 59 914 2002](tel:+353599142002)**

**Email: [info@woodforddolmenhotel.ie](mailto:info@woodforddolmenhotel.ie)**

## Getting Here

The hotel is accessible by car and is located on the **Kilkenny Road (R448)** just outside Carlow town.

**Venue Eircode:** R93 N207



## Road Directions

### From the nearest city – Carlow

The hotel is located approximately **2.8 km** from Carlow town centre.

Driving directions:

- Leave Carlow town on the **R448 Kilkenny Road**, heading towards Kilkenny.
- Continue past **South East Technological University (SETU Carlow)**.
- Continue straight through the mini-roundabout.
- The hotel is located approximately **1.6 km** further along the road on the **right-hand side**.



## From the nearest airport – Dublin Airport

Distance: approximately **109 km**

Travel time: approximately **1 hour 15 minutes by car.**

Directions:

- Take the **M50 motorway southbound.**
- Join the **M9 motorway towards Waterford / Kilkenny.**
- Exit the M9 at **Carlow North (Exit 6).**
- Follow signs for **Carlow town / Kilkenny Road (R448).**
- The hotel is located on the **R448 Kilkenny Road.**

## Bus

Bus services in the area are provided by **Bus Éireann** and **JJ Kavanagh & Sons.**

### Nearest bus stop

The nearest bus stop is located approximately **850–950 metres from the hotel** (approximately **10–13 minutes walking distance**).

### Bus routes serving the area

Routes serving stops near the hotel include:

- CW1 (Carlow Town Service)
- 736
- 822
- 874
- 376



### **Bus accessibility**

Many services operated by **Bus Éireann** use **low-floor accessible buses** with wheelchair spaces and priority seating. Passengers requiring assistance should check accessibility when planning their journey.

## **Train**

### **Nearest station**

The nearest railway station is **Carlow Railway Station**.

Distance from the hotel: approximately **4 km**.

Travel time: approximately **10 minutes by taxi**.

The station is located on the **Dublin Heuston to Waterford rail line**, operated by **Iarnród Éireann**.

### **Train accessibility**

Many trains provide:

- Wheelchair spaces
- Accessible toilets
- On-board assistance

### **Booking accessibility assistance**

Passengers requiring assistance should contact **Iarnród Éireann** at least **24 hours before travelling** to arrange support.

## **Accessible Public Transport, Car Hire and Taxi Services**

Accessible transport options include:

- National and regional bus services to **Carlow**
- Rail services to **Carlow Railway Station**
- Car hire services available at **Dublin Airport**



**There are a number of local taxi companies operating in Carlow. The hotel reception team can provide contact details on request.**

## **Features & Services within the hotel**

### **Large Print Information Available On-Site**

Large print information is available for guests who may have difficulty reading standard print. Large print materials are provided in a **minimum of 16-point font using a clear sans serif typeface** with strong colour contrast to support readability.

The following information can be provided in large print on request:

- Details about the hotel and guest services
- Restaurant and bar menus
- Guest information and welcome information
- Safety and emergency procedures
- Event and conference information (where applicable)

Guests who require large print materials are encouraged to inform reception on arrival, and staff will be happy to assist.

### **24-Hour Guest Assistance**

There is **24-hour guest assistance available** at the hotel. Our team are present at reception throughout the day and night and are available to assist guests with queries, support, and accessibility needs.

Guests who require additional assistance during their stay can contact reception at any time. Our team will be happy to help with requests such as providing information, arranging transport, or offering assistance within the hotel where possible.

## Emergency Evacuation Procedures

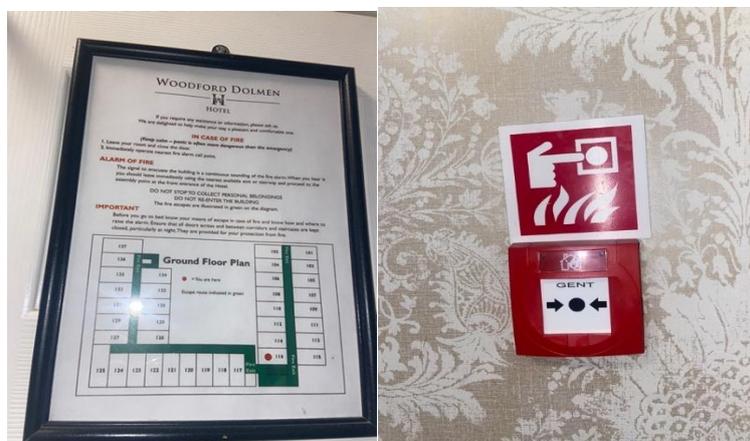
The hotel has emergency evacuation procedures in place to help ensure the safety of all guests and team members.

- A **fire alarm system is installed throughout the building** and is maintained by a **third-party fire safety contractor**.
- The fire alarm provides **audible alerts** in the event of an emergency.
- A **weekly fire alarm test is carried out every Tuesday at 11:00am**. Guests may briefly hear the alarm during this time.
- Emergency exits are clearly marked throughout the building.
- **Emergency lighting** is installed along evacuation routes.
- The hotel is equipped with an **emergency voice communication system** to allow communication with staff during emergencies.
- Staff are trained in emergency procedures and are available to assist guests during an evacuation where required.

Guests who may require assistance during an evacuation are encouraged to inform reception on arrival, so that staff can ensure appropriate support is available if needed.

Emergency information and evacuation procedures are provided in guest rooms and public areas.

Insert green call button



## Accessible Toilet Facilities

A wheelchair-accessible toilet is available within the main public areas of the hotel for guests with mobility needs and other accessibility requirements.

The accessible toilet includes the following features:

- Step-free access to the toilet facility.
- A manoeuvring space of at least 1500mm x 1500mm to allow wheelchair users to turn comfortably.
- An outward-opening door with a minimum width of approximately 800mm where possible.
- Transfer space on one side of the toilet to allow wheelchair users to transfer safely.
- A drop-down grab rail on the transfer side of the toilet.
- A horizontal grab rail positioned on the wall adjacent to the toilet for additional support.
- An emergency assistance alarm cord that can be reached from both the toilet and the floor level.

The facility is located within the **main public area of the hotel** and is clearly signposted for guest use.

Guests who require assistance locating the accessible toilet can contact reception or a member of our team.



## External Access and Arrival

### Accessible Parking Bays

Designated **accessible parking bays** are available within 50 metres of the main entrance of the hotel.

These parking spaces are clearly marked and are located close to the main entrance to provide convenient access for guests with mobility needs and other accessibility requirements.

The parking area is located on a paved surface and provides space for wheelchair users to safely enter and exit vehicles. Guests displaying a Blue Badge or equivalent accessible parking permit may use these spaces.



### Step-Free Access Route

There is a **step-free route from the accessible parking bays to the main entrance of the hotel.**

- The route is **level and step-free**, providing suitable access for wheelchair users and guests with reduced mobility.
- The surface is **firm, smooth, and paved**, making it suitable for wheelchairs, mobility aids, and pushchairs.
- The pathway leads directly from the **car park to the main entrance doors.**
- The route is **clearly visible and well maintained.**



## Step-Free Access at Customer Entrance

The main entrance provides **full step-free access** suitable for wheelchair users and guests with mobility needs:

- The entrance is level with no raised thresholds.
- Automatic sliding doors lead directly into the reception and lobby area.
- Where ramps are present, they comply with accessibility standards:
  - Gradient of 1:20, with individual sections no longer than 10m and a maximum rise of 500mm.
  - Intermediate landings provided at the top and bottom of ramps.
  - Continuous handrails on both sides, at 900–1000mm height, extending 300mm beyond ramps, with closed ends.
  - Turning circles of 1800mm diameter provided at landings.

This entrance is welcoming to all guests, and illustrative images of the route and entrance are available on the hotel website. Team members at reception can assist guests who require support.

## Main Entrance Doors

The main entrance to the hotel is fitted with **automatic sliding doors**.

- The doors open automatically as guests approach, providing step-free access to the building.
- The entrance provides sufficient width for wheelchair users, mobility scooters, and pushchairs to pass through comfortably.
- The doors lead directly into the main reception and lobby area.
- The entrance area is level with a firm, smooth surface, allowing easy access for guests with mobility needs.

The automatic doors are designed to provide convenient access for guests with visible and non-visible accessibility requirements.

Team members are available at reception to assist guests if required.



## Access to Public Areas

### Step-Free Access Details

The hotel provides **step-free access to all key public areas**, ensuring that guests with mobility needs or wheelchair users can access the majority of facilities without encountering steps or barriers.

- **Reception area** – the main reception and lobby are mostly step-free, including several couches and lounge areas for guests to relax. There is one slightly raised step at the entrance lounge area, and staff are available to assist guests in navigating this step if needed. Beyond this step, the remainder of the reception and lounge is fully step-free.
- **Accessible toilets** – located in the main public areas, fully step-free and equipped for wheelchair users.
- **Food and beverage outlets** – including the **bar and bistro**, accessible via step-free routes.
- **Hotel rooms and suites** – accessible via **lifts** and step-free corridors.
- **Ballroom and meeting rooms** – accessible via step-free routes and lifts where required.



**Where ramps or lifts are required, these comply with accessibility standards:**

- Gradients of ramps are shallow and safe.
- Handrails and intermediate landings provided as required.
- Lifts provide step-free vertical access to all floors with hotel rooms, suites, and ballrooms.

This layout allows guests to **move freely between reception, dining areas, toilets, rooms, and major event spaces** without encountering steps. Team members are available to assist guests where needed.



## Food and Beverage Accessibility

### Wheelchair-Accessible Food and Beverage Outlet

The hotel has at least one wheelchair-accessible food and beverage outlet available on site. The restaurant and bar areas are located on the ground floor and can be accessed via a step-free route from the main entrance of the hotel.

Doorways to these areas are designed to accommodate wheelchair users, with a minimum width of approximately 800mm where possible. The layout of the restaurant and bar includes wide aisles to allow wheelchair users and guests with mobility impairments to move comfortably through the space.

Accessible seating areas are available, and tables are positioned at suitable heights for wheelchair users. We are available to assist guests with seating arrangements or any additional access requirements if needed.

WOODFORD  
**W**  
DOLMEN  
HOTEL  
★★★★



## Quieter Table

A table located in a quieter area of the restaurant can be made available for guests who may prefer a reduced-noise dining environment. These tables are positioned away from high-traffic areas where possible and are typically located away from kitchen entrances, service stations, and audio speakers to help minimise background noise.

Guests who require a quieter dining space are encouraged to inform staff when making a reservation or upon arrival so that suitable seating can be arranged where possible.

## Table Service

Table service is available within the restaurant as standard. In the bar area, where ordering may normally take place at the counter, table service can be provided on request for guests who require assistance.

We are available to assist guests with mobility impairments or other accessibility needs and will be happy to provide table service where required.

## Dietary Requirements Catering

The hotel offers a selection of food options to cater for a range of dietary requirements. Menu options are available for guests with common food allergies or intolerances, including gluten-free, lactose-free, and dairy-free choices. Vegetarian and vegan options are also available.

Where possible, the kitchen team can accommodate requests for food with softer textures or meals where food items are separated on the plate.



Guests with specific dietary requirements, including religious dietary needs or other specialised requests, are asked to inform the hotel in advance when possible so that the kitchen team can prepare suitable options. Pre-booking is recommended for these requests to ensure the hotel can meet individual dietary needs.

These options are available within the food and beverage outlets at the Woodford Dolmen Hotel. We are happy to assist guests with dietary queries and will liaise with the kitchen where required.

## **Bedrooms & Bathrooms Accessibility**

### **Ground Floor Bedroom with En-suite Bathroom**

There is at least one ground floor bedroom available within the hotel that includes an en-suite bathroom. These rooms are located on the ground floor to provide easier access for guests who may have mobility impairments or who prefer not to use stairs or lifts. The en-suite bathroom is located within the room and is accessible directly from the bedroom.

### **Standard Bedroom with Separate Shower Unit**

At least one standard bedroom in the hotel includes a bathroom with a separate shower unit. A stand-alone shower unit or wet room is provided instead of a shower over a bath, which may be more accessible for some guests. This provides easier access for guests who may find stepping over a bath difficult.

### **Fridge in Bedroom**

A fridge is available in at least one bedroom within the hotel. This allows guests to safely store food, drinks, or medication during their stay. Guests who require access to a fridge for medical or dietary reasons are encouraged to inform reception in advance so that suitable arrangements can be made where possible.

### **Furniture Rearrangement**

To create additional space, furniture in bedrooms can be rearranged on request. Guests are encouraged to inform reception on arrival or in advance if additional space is required.



## **Wheelchair-Accessible Bedroom**

There is at least one wheelchair-accessible bedroom to accommodate guests with mobility impairments. These bedrooms have step-free access and a minimum door width of 800mm. Internal circulation space is at least 1500mm x 1500mm to allow manoeuvrability.

The bedroom is equipped with an emergency assistance alarm. The bed height is designed to be suitable for wheelchair users, with an ideal height of 450–500mm. The space between the floor and the bottom of the bed frame is sufficient to allow transfers using a hoist, where required.

Guests who require a wheelchair-accessible room are encouraged to notify reception when booking so that appropriate arrangements can be made.

## **Twin or Double Bed Options in Wheelchair-Accessible Bedrooms**

Both double and twin bed configurations are available across the wheelchair-accessible bedrooms. Some rooms may feature zip-and-link beds, allowing flexibility to be set up as either a double or twin configuration. Not all configurations may be available in every wheelchair-accessible bedroom, so guests are encouraged to inform the hotel of their preference when booking to ensure the required bed setup can be provided.

## **Wheelchair-Accessible Bedrooms and Bathrooms**

### **Wheelchair-Accessible Bathroom with Roll-In Shower**

The hotel has at least one wheelchair-accessible bathroom with a level floor and a roll-in shower. The bathroom provides step-free access and an internal circulation space of at least 1500mm x 1500mm to allow wheelchair manoeuvrability. The door is outward-opening and a minimum of 800mm wide.

The roll-in shower has no obstacles or enclosures, providing safe and easy access. A transfer space is available on at least one side of the toilet, and grab rails are installed by the toilet, washbasin, and shower. The floor surfaces are firm, level, and slip-resistant when wet or dry, in accordance with BS 8300:2009 guidance.



### Wheelchair-Accessible Bathroom with Bath

At least one wheelchair-accessible bathroom in the hotel includes a bath rather than a roll-in shower. This bathroom provides step-free access and a manoeuvring space of 1500mm x 1500mm. The outward-opening door is a minimum of 800mm wide.

The bath is fitted with a transfer seat, and a transfer space is available on at least one side of the toilet. Grab rails are installed by the toilet, washbasin, and bath. The floor surfaces are firm, level, and slip-resistant. An emergency assistance alarm is provided in this bathroom.

#### Shower Seating Options

- **Free-standing shower chair:** A portable shower chair is available for use in the shower.
- **Fixed shower seat:** A wall-mounted, fixed shower seat is available in at least one accessible bathroom.

### Emergency Assistance Alarm

An emergency assistance alarm is available in all wheelchair-accessible bedrooms and bathrooms. The alarm is a red pull-cord system, linked to a staffed area, ensuring a prompt response by trained hotel personnel. Alarms are regularly tested to ensure functionality.



## Emergency and Medical Information

The Woodford Dolmen Hotel provides emergency and medical information to support guests during their stay.

- **Defibrillator:** A defibrillator is available on site for emergency use.
- **Backup power supply:** The hotel has a backup power supply to ensure essential systems, including emergency lighting and alarms, continue to operate during a power outage.

Guests are encouraged to inform reception of any medical needs or concerns during their stay so that we can provide assistance or support where possible.

### Nearest Hospital:

- Carlow District Hospital
- Athy Rd, Strawhall, Carlow
- +353 59 913 6458
- About 6-8 minutes drive from hotel

### Nearest GP Surgeries:

#### Gallagher Medical Centre

- 35 Dublin St, Carlow
- +353 59 913 3313
- Mon- Fri 08:30-12:30 & 14:00-17:00
- 5 minutes drive from hotel

#### Clayton Medical Group

- Clayton Hall Medical centre, Staplestown Rd, Carlow
- +353 59 913 3330
- Mon-Fri 09:00-17:00
- About 6-8 minute's drive from hotel

#### Primecare TMB carlow

- Tyndall Clinic, Barrow Valley Retail park, Graiguecullen
- +353 59 913 0357
- Mon-Wed 09:00-12:30, 15:00-17:00  
Thu-09:00-12:30 (afternoon closed)  
Fri- 09:00-12:30, 15:00-17:00

**Caredoc Treatment Centre Carlow**

- District Hospital, Carlow Health Services Complex, Athy Rd, Carlow
- 0818300365
- Mon- Fri 6:00pm-9:00am, weekends & public holidays 24 hours
- 7-10 minutes from hotel

**Doctor365 Carlow**

- Exchequer House, Potato market, Carlow
- +353 59 918 8355
- 10:00am- 2:00pm, 3:00pm- 7:00pm daily (walk-in clinic)
- 5-7 minutes from hotel

A defibrillator (resuscitation unit) is located beside reception. Staff can show guests the exact location on arrival if required.



**Guests who may have specific medical needs during their stay are encouraged to inform reception on arrival so that staff can provide assistance where possible.**

WOODFORD



DOLMEN

HOTEL

